

SIPOC System Map w/ Feedback Loops

Document Control # 10094

SUPPORT FOR (AGENCY): DFR

FOCUS AREA: Cash Assistance to Needy Families

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Federal Legislature	Laws	<u>Primary</u> TANF (Temporary Assistance to Needy Families) and Refugee Assistance Program	Policy	Local Office Staff
State Legislature	Regulations	10099 Policy development and support	Response	Federal Government
Federal Executive Branch	Legal Decisions / Settlements	Financial/budget analysis (for large changes)	Fraud Claims	Taxpayers
State Executive Branch	Policy Development	Bill analysis for Legislature	Extension Decisions	Clients
Policy Unit	IPPM Manual	State and Federal reporting	Error / No Error Reports	Central Office Staff
Courts	Good Cause Requests	Constituent correspondence	Federal Reports	State
Clients / Recipients	Supporting Documents	Employment Training & Job Placement	Annual Report	Executive Office
Local Office Staff	Business Needs	Contract management & monitoring	Sampling Plan and Operations	Other States
Third Party Contacts (Banks, Employers, etc.)	Interpretations of regulations / laws	Policy development and support	Response to Federal Error	Research Community
Federal Agencies	Case Files	IMPACT Help Desk / IAT Mailbox	Client Notices	Research and Statistics
Financial Management	Answers to Questions	Financial/budget analysis (for large changes)	Local Office Notifications	Other Agencies
State Auditor	Independent Verifications	Bill analysis for Legislature	MOUs / Contracts	Federal Agencies
Indiana Commission of Public Records	E-mail Requests for Verification of alien entitlement	State and Federal reporting	Administrative Letters	Indiana Commission on P
Legal	Form Inventory	Constituent correspondence	Training	Vendors
Central Office Staff	Constituency Inquiries	<u>Technical:</u> 10127 ICES dB IV-D Good Cause Fraud Hotline Peoplesoft IT Support CMS (Contract Management System)	State Plan Amendment	
Vendors			Flash Bulletins	
Data Management			Transferred Cases	
			Verification for S.A.V.E.	
			Request for Further Information	
			Requests for Forms	
			Up-to-date Forms	
			Federal Reporting	
			MOU/Contracts	

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		24 Month Extension Request dB WRIDB Data Warehouse EBT Payment (JP Morgan Chase) <u>Administrative Support</u> DFR ICES Help Desk Claims Budget/Finance Human Resources Legal	
			Completed by: Joan Cartwright